



REQUEST FOR PROPOSAL

For: Office Phone System

The Rhode Island Commerce Corporation (“the Corporation”) is requesting proposals from a firm(s) to provide the equipment and labor to install a new phone system.

Corporation’s Intent:

The Corporation is seeking to acquire and install a new phone system in its Providence, RI office located at 315 Iron Horse Way, Suite 101.

Scope of Work:

I. Telephone System

A. Phone System Equipment:

1. The proposed Phone System shall be a stored program system with a fully digital and programmable program control.
2. The proposed Phone System shall have the ability to “field upgrade” the system firmware/hardware to support growth.
3. The phone system will support voice mail to email.
4. Greetings will be supplied in a WAV format for vendor to import to Phone System
5. The Phone System, as configured and proposed, shall be capable of “virtually non-blocking” communications; capable of 24 simultaneous conversations.
6. The proposed system shall have demonstrated support for industry standard interfaces including TSAPI and TAPI.
7. The proposed system should be sized to handle 100 physical phones and voice mail boxes.
8. The proposed system should include remote system administration capability.
9. The administrator console, if necessary, will be provided by the vendor complete with software.
10. The proposed system shall have intercom capability (user/group programmable voice/ring).
11. Conference call capability, internal/external mixture, of 10 parties. Cisco like "meet me" functionality is preferred.
12. System shall provide digital audio interface or music/advertisements on hold.
 - a) Optional second channel for background music.

B. Attended console:

1. Digital instrument with digital display.
2. Ability to support programmable keys.

C. Telephone Station Equipment:

1. Except for Analog/Fax/Modem ports, all station equipment should be VOIP to the station desktop.
2. Phones must be GB capable with pass-thru.
3. Station equipment should be modular and support the addition of headset adapters and PC dialing interfaces (TAPI) as required (up to all stations).
 - a) Conform to industry standard interface.
4. Display equipped stations should have the ability to display alphanumeric identifiers, date and time, caller ID, and message quantity.
5. Digital telephones shall be configurable to support ACD functions via software/configuration changes.
6. Phone System will allow for a Verizon voice PRI and 100 DID numbers. This is the current configuration.
7. The following telephone equipment station should include, but not be limited to:
 - a) Plentiful keys for telephone lines and special features to include:
 - (1) Variable volume control
 - (2) Do not disturb capability
 - (3) Follow me functionality
 - (4) No less than 4 programmable buttons for speed dialing
 - (5) Visual indicator for voice messaging that provides one touch access
 - (6) Ability to handle two-three incoming lines
 - (7) Ability to handle three way conferencing
 - (8) Two-way speaker for hands free operation and speaker button
 - (9) Mute capability for conversation privacy
 - (10) Automatic re-dial capability
 - (11) Pick-up capability
 - (12) Park capability
 - (13) Transfer and Hold as separate functions
 - (14) Headset button and mute button

D. Voice Messaging/Call processing Server:

1. The voice messaging/server shall be manufactured by the Phone System manufacturer.
2. Voice messaging server must provide digital integration.
3. System failure should default to attendant console.
4. System must have a minimum of four-tier decision tree on auto attendant main menu.
5. User recordable system prompts.
6. Software for both messaging and call processing/automated attendant/audio text shall be included in the proposed configuration.
7. System software programmable for the following features shall be included:
 - a) Call forward
 - b) Multiple follow me
 - c) Forward to group
 - d) Five programmable message greetings
 - e) Busy greeting
 - f) User selectable date and time stamp
 - g) Call recording capability

8. TDD support should be available as optional features.
9. System administrator:
 - a) System shall provide on-board reporting capability for usage and security
 - b) Additional administrator functions to include
 - (1) Number of messages per box
 - (2) Message roll-over by time and/or quantity
 - (3) Variable message length
 - (4) Remote administration
10. Message mailbox security shall include (at a minimum):
 - a) Variable password length
 - b) Minimum password length
 - c) Configurable logon attempts ("Hacker lock")
11. Industry standard hard drive capable of adequate hours of storage given phone system size.
12. Programmable backup and restore features using industry standards.
- E. Serviceability:
 1. Warranty service is to include 8-hour on-site support, 5 days per week.
 2. Remote maintenance and repair capability.
 3. Response time:
 - a) Critical function turnaround not to exceed one hour
 - b) Emergency turnaround not to exceed 4 hours
 - c) Standard turnaround not to exceed 48 hours (2 business days)
 4. Lock contract for a five year maintenance agreement cost.
 5. Define coverage for in-house administration.
 6. Major/minor alarms should be automatically reported to the Vendor Customer Service resources without manual call (via an automated process).
 7. Revision upgrades due to system usability to be at no cost and to include training.
 8. Vendor will provide an estimate for first year of Phone System firmware/upgrades and an estimate for typical upgrades.
 9. System should have an administrative/maintenance management interface. Interface should provide for the following:
 - a) Customer moves, adds, and changes to site equipment. The ability to make these changes shall be available during the warranty period
 - b) System should have multilevel security
 - c) System should provide for remote maintenance/management with appropriate security
 - d) System reporting should be industry standard data format

Phones	Quantity
Console or PC	1
Display at least 4 lines and 8 soft keys	15
Display at least 2 lines and 6 soft keys	65
Conference or Star Phones	7

II. Facilities

- A. Facilities requirements shall be determined by a site review of facility. The following elements should be estimated on the assumption that existing station and LAN cable will be reused and that the vendor will “tone and tag” equipment for re-use.

III. Additional requirements

- A. System life cycle upgrades
1. Training provided at no charge
 2. Upgrade schedule not to exceed specified contract cost
- B. Training
1. Provide training for two system administrators. Training package to include any follow up training
 2. End user training (system and voice messaging)
 - a) Provide training beginning one week prior to system cutover
 - b) Provide training for a minimum of two weeks post system cutover or until 90% of the users are trained
- C. Documentation
1. DVD with full system administrator manuals
 2. End user voice messaging and system manuals as required over the system life cycle
- D. Installation
1. The voice messaging shall be in-house a minimum of 3 days prior to cutover for the following purpose:
 - a) Programming/recording of system prompts
 - b) Developing of main menu
 - c) Set up and installation of user mailboxes
 2. Voice messaging shield during system cutover
 3. System cutover not to exceed 2 business hours. Cutover to occur during non-business hours (business hours are 8:30 AM-5:00 PM, Monday through Friday)

Project Timeline

Completion of phone system cutover no later than 6/30/16.

Criteria for Selection

EVALUATION CRITERIA

Description	Percentage
System Functionality and Operability	40%
Organization, Staffing and Experience	10%
Cost	50%
Total	100%

Proposal Requirements

In order to be considered responsive, proposals must at a minimum contain the following:

Technical Proposal Elements

1. **Project Liaison:** Designate a contact person who will serve as the liaison between Commerce RI and your organization for all matters pertaining to this proposal. Include the person's name, title, mailing address, direct telephone line, and fax number.
2. **Other Participants and Description of Involvement:** Identify and describe any additional parties and services to be involved in carrying out this proposal. Include the person's name, title, mailing address, direct telephone line, and fax number.
3. **Project Description:** Provide a detailed description of equipment and services following the requirements outline format.
4. **Total Cost:** Identify the total cost with a breakdown by activity and equipment. This should be provided in the form of an Excel spreadsheet by outline activity (i.e., 1.1.3 = \$ ###.## or 1.1.4 = included).
5. **Project Management Plan:** Provide a detailed and consolidated description of how your organization plans to manage the installation and maintenance of the service that is being proposed.
6. **Project Start Date:** Describe steps taken to ensure a start-up date which will allow you to complete the project on time. Describe the expected availability of equipment and personnel as of that date to support the proposal.
7. **Phone System:** Physical phone system is the preferred solution.
8. **Additional Benefit to Commerce RI:** Describe what the applicant proposes to perform that will especially benefit the system users and/or make the proposal stand out from other applicants. This may include outstanding features of the system, integration, guarantee project timeliness, etc.

Cost Proposal Elements

1. Budget by line item
2. Hourly fee expectation, if not included in 1 above.
3. Rates for additional services offered by the firm

Notifications:

- Equal Employment Opportunity (RIGL 28-5.1) – 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island State government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of State employment. This policy applies to all areas where the State dollar is spent, in employment, public services, grants and financial assistance, and in State licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090.
- In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful contractor.

Administrative Proposal Elements

1. Acknowledgement of requirement to complete a Conflict of Interest Affidavit, if selected.
2. Acknowledgement of requirement that a Certificate of Good Standing from the Rhode Island Division of Taxation will be delivered to the Corporation upon award.
3. A listing of all current and on-going contracts.
4. A disclosure of all outstanding financial obligations with the State of Rhode Island.
5. The Commerce Corporation will not provide any reimbursement for any cost associated with the development or presentation of a proposal.

Bids shall contain five (5) printed copies and one electronic copy and must be in a sealed envelope clearly marked with project title. One of the five (5) copies may contain a coverage page stamped as a PUBLIC COPY in no less than twenty point bolded font on its front cover and having no other words on such cover page, for which copy the bidder can redact any trade secrets, commercial or financial information, or other information the bidder deems not subject to public disclosure pursuant to chapter 38-2, the Access to Public Records Act. All other copies shall not be redacted in any manner.

All sealed bids must be delivered to the Corporation to be stamped “received” no later than **2:00 PM on Friday, April 29, 2016** at the following address:

Rhode Island Commerce Corporation
Attention: Office Phone System RFP
315 Iron Horse Way, Suite 101
Providence, RI 02908

All sealed bids will be opened on Friday, April 29, 2016 at 3:00PM at the offices of the Corporation at the address above. All documents submitted in response to this bid proposal are deemed public pursuant to Chapter 38-2 and will be available for public inspection upon opening of the bids unless the bidder submits a PUBLIC COPY. In such case, the PUBLIC COPY shall be made available as a public record at bid opening. The burden to identify and withhold from the PUBLIC COPY released at the bid opening any trade secrets, commercial or financial information, or other information the bidder deems not subject to public disclosure pursuant to chapter 38-2, the Access to Public Records Act, shall rest with the bidder submitting the bid proposal. Upon award in connection with this procurement, all bids shall be deemed public records as provided under RIGL § 37-2-18(g), notwithstanding any redactions made by a bidder in its PUBLIC COPY, and the Corporation shall be free to review and release such documentation as it deems appropriate under the Access to Public Records Act. By submitting a bid to the Corporation in response to this solicitation, the bidder waives any right to seek damages or recompense of any kind or nature relating to or arising out of release of any document, communication, record or information provided to the Corporation in connection with this solicitation and consents to the release of such documents, communications, records or information as the Corporation may deem appropriate in its sole discretion.

A final contract will not be awarded at the opening of the bids.

Note: Electronic submissions and late responses will not be accepted and will be disqualified.

Questions, interpretations, or clarifications concerning this RFP should be directed by e-mail to Michael Walker at: mike.walker@commerceri.com no later than 2:00pm on April 19, 2016. Responses to questions, interpretations, or clarifications concerning this RFP will be posted online via addendum at www.commerceri.com and www.purchasing.ri.gov by April 20, 2016 to ensure equal awareness of important facts and details.

The Corporation reserves the right to terminate this solicitation prior to entering into any agreement with any qualified firm pursuant to this Request for Proposal, and by responding hereto, no firms are vested with any rights in any way whatsoever.